

WEBVTT

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But we have a lot of content to share with you this morning. So I want to make sure we have a time to get through everything. My name is Sandy Kaiser.

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I am 1 of the employment 1st specialist for the state of Missouri.

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Steven Taylor, but is the other employment for specialist is having a little bit of technical difficulty joining us.

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So we're going to keep everything that he is still able to join us, but we may not be able to share much from him today. So, anyway.

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While I'm talking, I'm going to invite each of you to kind of just.

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Pop in the chat, your role. So, are you a service provider? Are you a support coordinator? Are you some other state agency staff?

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Um, or are you.

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You know, a regional office employee.

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Or an individual family member, so.

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Just pop that in so that we can kind of have an idea of the makeup of our audience this morning. So, champions of appointment give me a little background with this.

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The formation of this idea. So I had started a group in the St Louis area. We had a support coordinator identified from each of the regional office.

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Team and each month I would get together with those support printers, just providing some mentoring.

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Talking about employment, sharing resources in the hope that.

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We would help them a little bit more comfortable about and women, and they could share that with their teams.

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So, then we wanted to see about how can we make this? Go statewide how can we take the.

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The employment champions concept,

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the mentoring,

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the poor corners in the St Louis area and how can we make it work statewide where we can have more impact on support foreigners through out the state of Missouri especially since we're down to just.

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To employment, 1st specialist, even in myself.

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So, that's when we came up with a champions of employment many of you are probably also very familiar with our employment 1st, Missouri, community of practice webinar.

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Being hosted each month around a certain topic so we wanted to kind of.

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Use a similar concept of having a plan epic.

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Having an engaging conversation with the park when you're stuff that's the whole concept of the champions of employment.

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This is brand new we want to make sure that this is worthwhile of your time that you are getting value out of it. So your feedback is going to be very important to us and making sure that we make this event. What.

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Everybody wants it to be.

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So now today's topic we want to.

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We wanted to bring you some perspective, so, 3 different perspectives, we wanted to bring you the perspective of service providers. How has the pandemic affected?

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How services are being provided to individual through the eyes of the service providers? We also wanted to bring that individual perspective.

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00:03:34.289 --> 00:03:41.280

How is it for individuals with disabilities who are working during the pandemic or.

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00:03:41.280 --> 00:03:48.479

Employment during this pandemic, what's it been like for them? And finally to wrap it up we wanted to bring that.

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That job to get that work force perspective. So we have a bond, right? From our department of higher education workforce development.

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Who will bring that, how has this pandemic affected the job market? How has it affected? What jobs are available and how people search for jobs.

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So, again, we have a lot of information kind of.

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Crammed into our our 60 minutes.

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So, we've got poll questions and chat box chatter questions, designed to really get some participation from our attendees.

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So be on the lookout for that so we're going to start off with 1 of those.

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Questions so.

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1st poll question, we want to know. Have you seen a change in individual's interest in pursuing and retaining appointments?

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Your options are yes, no or hard to tell.

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So, start answering that you've got about minute.

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00:04:51.778 --> 00:04:56.038

And then we'll let, you know what the results were.

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00:05:48.028 --> 00:05:52.408

All right, so we had about.

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21 to 58 people mentioned that they have seen a change. So majority of you guys have been a change.

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In interest.

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The next 1 that was.

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2nd was hard to tell. So some of you are kind of like, maybe maybe not can't really. Oh, it's it's.

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00:06:17.093 --> 00:06:30.413

I'm sure about that. So all right about 8 of you said, no, and then there were 16 that weren't able to respond yet. So we're going to go on to our 2nd question.

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So we want to know why do you think there has been a change in interest and employment?

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Is it due to people staying home?

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So that's those cobit precautions.

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People just aren't going out.

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Is that because people don't really have that ability to have that meaningful conversation we're not really.

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Truly able to gauge the interest through a virtual meeting. So maybe a disconnect there. Maybe it's because people are feeling like.

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The supports they need are not available either. There's not a provider available.

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Or the provider's only doing virtual support.

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So, you know, the person kind of feels like I don't have the support that I would need.

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And then the last option would be that there's a lack of job matching the interest and ability.

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And, of course, we've got the questions. Is there an option for all of the above and unfortunately, no, we don't, but feel free to put that in the chat box. If you feel like that would be more appropriate.

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So, go ahead, you guys got about about a minute to answer the question. So.

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Okay, and it looks like our.

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Paul ended very quickly there. I don't know if we had the full minute or what happened there. So.

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Uh, the do that we're able to respond. It looks like we had about.

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Maybe about 30 people who were able to respond there.

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We had fear of cobit.

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So, uh, staying at home.

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That was the most popular answer.

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Next in line was unable to get that support.

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00:08:49.464 --> 00:08:59.484

So, people that felt like, maybe there weren't any providers available, or the providers were only able to do virtual supports and they needed more in person support.

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We only had a few people saying that lack of job, matching interest and abilities or inability to have that meaningful conversations. It's really engaged.

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That interest those were the, the next.

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00:09:15.298 --> 00:09:19.288

Yeah.

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Without further ado, then I want to get into getting to our provider experiences. So, 1st, we're going to have Rachel we're starting to as the director of community employment from job 1 in the Kansas City area.

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She's going to talk about how the pandemic has affected.

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Job 1 services to individual.

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Uh, during this time, so, Rachel, I'm going to go ahead and hand it over to you to talk.

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Perfect, thank you. Sandy. Hi, everybody glad to be here. I hope everybody's doing well, what a crazy year it's been. I'm sure everybody's been feeling that way.

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00:10:02.604 --> 00:10:17.394

So, you know, through this cobra pandemic, there's been some things that have changed some that haven't. We just, we have a lot more safety protocols in place, and there's been a lot of different places where we are following safety protocols.

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So, in our office, we've started to have health screening questionnaire for our clients and staff just to make sure that everybody is health is as healthy as can be to try and limit exposure.

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And just following the different guidelines from CDC, health department and different employer policies.

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We've been trying to keep up with all of our individuals that are in the community working and just make sure that we are educated on that end as well to help them be able to succeed and stay healthy.

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And then with scheduling, you know, that's been another thing. That's just changed. We've had to get a lot more flexible with scheduling in office. We've gotten to an, a, and B schedule another way to try and limit exposure.

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So our staff has had to adapt still working from home sometimes, but they're still going into the community still meeting with clients. Everything is still very individualized.

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So, whether or not the client is comfortable going out in the community, or wants to schedule.

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Meetings over an online platform, like zoom or teams we just are we just keep trying to be as flexible as we can and provide as many options as we can so that we can provide as meaningful services as possible.

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And we ourselves so thankful for technology I think everyone has grown in the use of technology staff and individuals and if that's been a learning curve.

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But I think I've seen a lot of progress with that as well with just having different options available and making the use out of what resources we have as well as individuals that we serve.

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And we always try and be creative. We've had to get even more creative, and the way that we are providing services again, just to keep it individualized, we've done virtual home visits, which I think has gone really well.

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So 1 thing that's been nice with being able to do some virtual platforms is having being able to talk to some support staff that might be hard to get a hold of and that just gives us easier access. So that has been phenomenal as well.

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And from so we had about 78% of our individuals that were working when mid March, when the.

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When everything's shut down, we had 70% were either laid off they quit or lost their job, but I'm glad to say that about 78%. 57% are back to work.

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So, we've seen a lot of progress in individuals continuing to find employment, whether they got their jobs back, or they were able to find something new. So we were really happy to see that increase.

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And a lot of the clients that we have right now that are not working, or seeking employment are just because they cannot go out in the community for various reasons.

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And there hasn't been much change in damage funding, but we are appreciative of the increase in flexibility in providing those services damage did a phenomenal job, getting the information out. As soon as everything.

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Was switching to virtual and giving us the opportunity to do that. So we can still have meaningful conversations with our individual continue to get to know them in a safe way. So that's been great. And then compare it to.

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Nothing's really changed it to be our besides. We do have some milestones that do have increased amounts relating to our initial plan and.

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Our placements,

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and they did increase a little bit for job coaching to acknowledging those challenges that we were having in helping individuals,

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00:14:05.573 --> 00:14:08.484

find employment and that we were still,

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00:14:08.514 --> 00:14:08.754  
you know,

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00:14:08.754 --> 00:14:12.653  
we have always continue to be in the community providing services.

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00:14:15.803 --> 00:14:17.994  
And I think the biggest thing.

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And just trying to stay prepared and on top of things during this pandemic, and following the, the constant changes in different policies and procedures mandates is just to maintain the health and safety of our clients and staff.

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Everything has been super intentional to make sure that everybody's taken care of and try and limit as much exposure as we can and continuing to keep everything individualized and just continuing to stay flexible and creative with

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00:14:48.234 --> 00:14:49.464  
those services.

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00:14:52.254 --> 00:15:00.173  
And it's been a priority of just making sure that our individuals that we work with, that are essential workers that they just get the sports.

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They need whether it be on the job off the job, extra trainings and health and safety, and just make sure that they have the knowledge that they need to keep working and keep going strong and stay as healthy as possible.

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00:15:14.698 --> 00:15:24.688  
And I think just the uncertainty has been a big fear of ours, just with everything changing. We just continue to pivot do the best. We can work as a team.

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And we've seen a lot of increases I think there's been a lot of team effort. I've seen continue between my staff, and then individuals we serve and their support team.

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Communication has been great trying everybody just getting together having sessions to talk everything out.

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And make sure that our individuals have the support. So, you know, we had a house manager who worked with it to make sure that the individual had the technology. So we're able to meet with them, do a virtual home visit. And so that's been great.

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And I think that 1 of the biggest things is that I've gotten from, this is just the use of technology.

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The fact that we can just individualize things even more. We've seen that some of our clients.

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Had actually done better on zoom because they almost have that transition of getting to know us without having to go somewhere and meet us.

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And so I think that's something that I would kind of like to see continue on an individualized basis.

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To just provide that support, get to know some people, and then ease into that transition of meeting in person to provide those services. So, I think we have had some positive things come out of this as well.

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So much Rachel no, I did not see any questions pop up in the chat box. So.

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For those attendees, please feel free to.

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Put questions in the chat bot for a time, we may move on to next speaker. So if.

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The current speaker that you're asking, the question of doesn't have time to respond to your questions. We will make sure that we get those answers and we will post them on our website with the materials from this webinar. So.

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Thank you Rachel so I want to move on to our next guest speaker. Who is Nicholas? Andrew Alexander he is also a manager of employment services from the Kansas City area.

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He comes from Easter seals, Midwest. So, Nicholas briefly, how have things changed for your organization during the pandemic? What what did you see happen?

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Yeah, so like Rachel said the safety protocol is, is.

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The most obvious thing we took about 2 weeks off where we stopped in person services. I am happy to say that we never stopped services completely when we did those 2 weeks off we did a lot of virtual stuff with individuals.

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So, we can keep working with them, but during those 2 weeks, we developed our protocol. We bought thermometers, and we did everything we could to.

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Make a plan to come back safely. That plan is obviously involved. So we start with just health checks and deep cleaning of the office daily cleaning, all that kind of stuff since in our scheduling. So that.

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There's no overlap between what staff works with what individual because we, we got worried about, like, there'd be a chain reaction where.

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1, stop gives it to an individual, gives it to another staff and then read to their entire caseload. So it just had to be really.

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Particular about how we plan to make sure there's no overlap and keep everybody safe.

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You know,

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00:18:51.653 --> 00:18:56.814

we have seen a reduced reduction in our referrals,

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just with everything,

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going on with the away list and coded and there's just we,

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00:19:02.183 --> 00:19:07.103

I have people who I know are interested in services but there's the funding hasn't been there.

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And then, as far as our and point numbers go, I feel we've done really well about 25% of the individuals that we've been supporting and our employment and Pre employment, stop place. So we got 25 placements in the last.

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9 months, which is actually it's about where we expect speed with there wasn't a pandemic. And that's including that we have about 10% of our individuals that are just refusing to job search because they're.

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Scared of everything that's going on. They don't think it's safe. They don't think that there's a good fit. Um, so.

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We had so we've been very successful with getting our placements.

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A lot of our individuals were able to continue working through the pandemic with very little pause about 15 of them, and then 12 individuals that have their hours cut or were laid off on.

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But most of them are back to work now, or at least exploring job options.

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So, what procedures are practices? Would you like to see continue passes pandemic.

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So the biggest thing I saw, like Rachel said was the use of technology because.

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So, for example, these fields, we have a Pre program that involves classroom time.

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So, when this all started 1 of the things that we implemented was doing those classroom times over zoom, and it was so effective, maybe not quite as effective as in person. And we didn't get the volunteer experience that came along with it.

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But if there were communities that are currently unable to be served by those group programs, I think that's a very viable option where you have 1 individual from billing billing 1, individual from sweet brings all joining in on the zoom call to learn those skills.

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And then, it's also just really stress the importance of flexibility with our programs with our funders, everything like that. Because when everything 1st happened, we saw a decrease in our day program numbers.

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Because obviously, we didn't want to have a ton of people gathering in our building. But we're able to make up for that by diverting to our other different programs. We have autism specialist, doing individual skill development for us.

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Here in Kansas City. We have people program going to the community living. We had our preemployment staff filling in for summer work. So, because we were able to remain so flexible as an agency.

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00:21:38.308 --> 00:21:48.148

It allowed us to keep our staff doing well, our individuals making progress and everything run ran thoroughly smoothly.

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00:21:50.064 --> 00:21:52.493

Awesome Thank you so much.

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So,

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again,

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I am not seeing any questions in the test class for you,

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but I will note that when she is providing some updates about our empowering through employment authorization,

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that are basically what we've seen throughout 2020 is that our authorizations have remain stable.

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We had about 1039 individuals receiving employment services in March.

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And as of the current month, we, we have a 1034 people with an authorization, not much changed their notes that there have actually been increases in Albany, Clarksville, popplets and sites.

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So, which leads me to our next guest speaker. Eric Henderson is the director of employment services.

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For trendline consulting, which is out of our case driver area so trying to give a little different perspective, we had 2 providers from the Kansas City area and now.

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A left metropolitan, more role net, completely world, but more rural area than the Kansas City area. So, Eric, I'm going to let you take it and talk about what you see.

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I appreciate it for this opportunity also. Yvonne, right? And Dwayne, she made her kind of former mentors of mine at different periods and I look up to very much. So this is a great opportunity for me.

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So, as Sandy mentioned, we do serve the Cape gerardo area. Our primary counties are Perry county and Saint Jen County, which are north of that and very rule.

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We are also only with your provider.

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So, that may be unique to some providers that are on this call.

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So, when cobit happened with us, we did have a couple of individuals lose employment, but.

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1 of the things that doing Tommy as a former when he was, my supervisor was that these don't look at these things as negative ways. They'll look at as mistakes. These are opportunities and that's how we chose to look at this.

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00:24:01.794 --> 00:24:06.263

We used a choice with staff and consumers with their comfort level.

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As far as whether they wanted to meet in person, or virtually, also, whether they were comfortable going to work or not as well as, like, our job coaches, are they comfortable going? So we used informed choice on every level.

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And always, some consumers lose jobs. We had other consumer gain jobs due to Coke hid in our areas, the rural areas, including the city of Kate gerardo. It seems like openings actually increased.

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We had quite a bit of job openings in the area. And it may have a result of coached or not.

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But just like, we were deciding whether we wanted to go to work or not, we were allowing the consumers to take that same choice. Of course, we use all social distancing, mass, all of that.

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And for the providers out there, we did go, we did get the funding so we did have a little safety net there.

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Our services decreased exponentially, uh, when it hit, we went to a lot of virtual sessions.

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But being in a rural area, some of our consumers didn't have Internet access. Some of them.

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Had really significant transportation issues, or just weren't comfortable meeting in person.

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So we had to get pretty creative with it and the virtual sessions really helped us stay afloat and it allowed us to operate a lot more creatively. So I know is looking at whether to make that a more long term opportunity or not for providers.

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00:25:30.804 --> 00:25:35.574

But I know it really helped support the consumers we serve, especially in a rural area.

177

00:25:35.878 --> 00:25:43.558

When we took advantage of the loan, um, as a provider, having such a significant decrease in services.

178

00:25:43.558 --> 00:25:46.949

And paying everyone, we also saw that as an opportunity.

179

00:25:46.949 --> 00:25:54.388

We created teams to work on different projects to make our provider better and to allow us all to be more competent. So.

180

00:25:54.388 --> 00:26:06.209

We looked into and started the process of becoming an employment network. We started getting into compliance with accreditation. We had multiple teams working on curriculum for Pre, vocational.

181

00:26:06.209 --> 00:26:15.773

Services we now have to certified benefits planners. Myself included. My biggest gripe for Kobe is that I had to do that. That manual is huge.

182

00:26:17.604 --> 00:26:22.794

We worked on assessment projects, but we try to get really creative in if we can't serve consumers directly.

183

00:26:23.128 --> 00:26:33.058

How can we still get better as a provider operate with integrity with tax payer money, utilizing and come out on the other end better than we were before.

184

00:26:33.058 --> 00:26:39.538

As things have started to stabilize, all of our consumers have gone to work.

185

00:26:39.538 --> 00:26:50.128

And actually, we have more consumers employed now than we did prior to coven. 1 of the things that really helped and and fundings on this list is where.

186

00:26:50.128 --> 00:26:55.673

Our county stepped up, and I think we have someone on the phone call to definitely helped me out at any point.

187

00:26:55.673 --> 00:27:05.634

But Pamela's she's a unique individual in a unique position working for I guess I target case management agency here and.

188

00:27:05.969 --> 00:27:16.288

I believe we probably increase referrals as well are sheltered workshop and again, we're just a provider, but are sheltered workshop lost a lot of contracts. They lost work as well.

189

00:27:16.288 --> 00:27:26.699

So, uh, really helped to support coordinators. Understand. This is actually an opportunity for those individuals in the workshop to explore stuff. They've never thought of before they've never explored.

190

00:27:27.023 --> 00:27:39.443

So, our support coordinators were great in talking to the consumers and giving them that opportunity. So we have a lot of individuals now currently going through that discovery process. If they choose to return to the workshop. That's great.

191

00:27:39.834 --> 00:27:43.644

But we have a lot that are expressing interest in doing more and that's very exciting.

192

00:27:44.249 --> 00:27:58.318

Some other really cool things is that I'm going to give 1 consumer example I try to get this consumer on, but she's 19 and very shy. She used some choice words with me that I probably can't.

193

00:27:58.318 --> 00:28:06.118

Say for even suggesting it, but this is a really cool example where Pam with our targeted management.

194

00:28:06.144 --> 00:28:13.044

Agency helped us with this as well, but I know this state, right doing it. Like, everybody's involved in grading services.

195

00:28:13.044 --> 00:28:24.594

I've heard a lot about writing services, and we were actually able to do this with our youth program where they provided some of the funding for our business and we were able to provide the supports this individual worked at a hospital.

196

00:28:24.959 --> 00:28:29.909

And when Kobe hit, she immediately lost her job. They went to essential employees cut.

197

00:28:29.909 --> 00:28:40.733

To skeleton staff, and we were able to help her find another job working at the local high school. And that's something that might become more long term.

198

00:28:41.064 --> 00:28:50.334

She now has a really good resume with 2 different things on it, but we worked really closely with wioa and our support coordinators.

199

00:28:50.608 --> 00:28:57.114

To really make sure this individual had ongoing support even through and it was just a really cool collaboration.

200

00:28:58.104 --> 00:29:06.743

So that's the 1st time I've seen it work within different agencies, but it was that grading of services for those consumers was a very cool experience.

201

00:29:07.409 --> 00:29:12.719

And the only other thing, knowing that we had kind of have different audiences on this phone call.

202

00:29:12.719 --> 00:29:18.509

Is like for the support coordinators in our communities, the 3 counties we serve.

203

00:29:18.509 --> 00:29:23.098

This has actually been an opportunity that a lot of our consumers, I don't think ever.

204

00:29:23.098 --> 00:29:28.588

Realized with a sheltered workshops, kind of shutting down or slowing down.

205

00:29:28.588 --> 00:29:31.979

We've had more referrals in all 3 of those counties and.

206

00:29:31.979 --> 00:29:36.203

Just those conversations that don't always take place or have before it's really exciting.

207

00:29:36.203 --> 00:29:47.124

It's, it's really fun to talk to those consumers who will I'm sure they've been exposed, but when they're in our office, they act like, they've never, you know, no one's that are asking these questions before.

208

00:29:47.489 --> 00:29:52.888

And it's really, really exciting and then the last thing I wanted to say for.

209

00:29:52.888 --> 00:29:57.929

What we hope to do as an agency and going forward what we've learned from this.

210

00:29:57.929 --> 00:30:03.509

Is that we're starting to move forward in accreditation? I know the other 2.

211

00:30:03.509 --> 00:30:13.229

Providers are already a part of that, but that's definitely made us better. And we use this experience to explore those options.

212

00:30:13.229 --> 00:30:25.439

We now have new internal policies. We have better trained staff. We have better relationships with our support coordinators and the consumers than we've ever had having to be creative.

213

00:30:25.439 --> 00:30:28.798

And, uh, spending more time with him on the phone than we ever have.

214

00:30:28.798 --> 00:30:39.659

Uh, you know, normally on the phone, we just kind of set up appointments and say, all right, when are we going to meet in person and we would always come with such kind of a structured curriculum or an idea of what we hope to do.

215

00:30:39.659 --> 00:30:50.009

But over the phone, it's hey, what's going on it's allowed us to take a much more holistic approach and listen to them beyond our agenda. And I like to say we do that.

216

00:30:50.009 --> 00:31:01.348

Any way, but not near to the extent that we've been able to do it with. So I feel like we're better as a result because of the resources that we have in our communities.

217

00:31:01.348 --> 00:31:12.959

I'm also kind of loosening the guidelines to allow providers to be more creative. And then also, if Pam's on the call, like our, our.

218

00:31:12.959 --> 00:31:20.038

I guess provide our targeted case managers down here are great and the.

219

00:31:20.038 --> 00:31:24.659

Better we work with them the more we've been able to get through this in a way that's benefited everybody.

220

00:31:24.659 --> 00:31:33.868

So, it's definitely been hard at times we've, we've definitely lost money, but using the resources we have available I think we're.

221

00:31:33.868 --> 00:31:38.663

Coming out better than we were before. All right. Thank you. So much Eric.

222

00:31:38.663 --> 00:31:53.634

I know Dwayne, it popped in a question for support coordinators asking if there were stories where they have worked closely with employment server providers to build confidence and safe opportunities for continuing individual career pathways.

223

00:31:53.634 --> 00:31:56.784

So, corporate or something for you to think about.

224

00:31:57.088 --> 00:32:06.838

I think Steven has joined us now, so I'm going to allow Steven to kind of take the rain here for a moment. So, Steven.

225

00:32:06.838 --> 00:32:12.598

I was like it now I had some technical difficulties.

226

00:32:12.598 --> 00:32:21.778

So, the next question for the ChatterBox here is was there anything that surprised you about the service providers and experiences.

227

00:32:25.739 --> 00:32:29.459

So, I guess I went to responses.

228

00:32:29.459 --> 00:32:32.969

Yeah, we'll give it about a minute. Okay.

229

00:32:37.739 --> 00:32:41.909

Like, 1 thing, while we're waiting on that 1 things that.

230

00:32:41.909 --> 00:32:45.058

I just kind of talk about the importance of the flexibility, but.

231

00:32:45.058 --> 00:32:49.138

We did not have a plan for anything like this.

232

00:32:49.138 --> 00:32:53.219  
Before until March, but now, I think moving forward.

233  
00:32:53.219 --> 00:32:58.078  
If we ever have a product catastrophic, whether it's pandemic, natural disaster, anything.

234  
00:32:58.078 --> 00:33:06.808  
We can we have a playbook almost, so that's really nice to know. It's kind of a release that I didn't even know. I was just like on that with him and I was shocked about.

235  
00:33:06.808 --> 00:33:13.378  
Yeah, I think we're definitely ready to.

236  
00:33:13.378 --> 00:33:17.398  
We experience another event like this again.

237  
00:33:17.398 --> 00:33:25.229  
So, I'm not seeing anything pop up in the chat box.

238  
00:33:25.229 --> 00:33:29.489  
So, we're going to move on.

239  
00:33:29.489 --> 00:33:33.538  
So, we've got 2 individuals.

240  
00:33:33.538 --> 00:33:37.798  
Willing to share their personal experiences. So Ashley is from.

241  
00:33:37.798 --> 00:33:47.189  
The western side of the state, she was taking a job and got a job during this pandemic.

242  
00:33:47.189 --> 00:33:57.989  
So, I'm with Ashley, so, Ashley, what was it like, searching for a job during this pandemic? Did you back to different.

243  
00:33:57.989 --> 00:34:05.848  
I did 2 calls with my job recruiter.

244  
00:34:05.848 --> 00:34:10.259

Okay, so instead of the person you were doing a virtual.

245

00:34:11.784 --> 00:34:25.764

Zoom calls with your job recruiter. Okay. Yeah. And she also had to do differently no, not that I can remember. Okay.

246

00:34:26.333 --> 00:34:32.364

So then you also got a job during this time. So, what is that like.

247

00:34:34.559 --> 00:34:41.369

Crazy so crazy. How has it been crazy?

248

00:34:41.369 --> 00:34:49.829

Everybody has to wear through mask while working, and we have to stay 6 feet away from everybody.

249

00:34:49.829 --> 00:34:56.998

Okay, so kind of like the social distancing the wearing the mask so.

250

00:34:56.998 --> 00:35:02.998

What did I just like.

251

00:35:02.998 --> 00:35:15.568

Good, I guess have you been receiving in person job coaching, or has been more virtual using, you know.

252

00:35:15.568 --> 00:35:19.289

Your phone and camera.

253

00:35:21.653 --> 00:35:29.844

I guess for troll, but nobody ever really checks upon me on how I'm doing.

254

00:35:34.434 --> 00:35:44.123

Maybe with Ashley, you have something you want to add there. Yeah. So actually, definitely did not receive the in person support.

255

00:35:44.123 --> 00:35:52.074

She normally would have because the location she was placed, that was not accepting job coaches right now. So.

256

00:35:52.409 --> 00:36:02.099

Everything has been virtual, um, luckily she's a great hard worker and it hasn't been a problem for her, but it could have been a problem for other individuals.

257

00:36:02.099 --> 00:36:13.139

Great. So, Ashley, what's your biggest fears been during this time?

258

00:36:14.483 --> 00:36:25.193

I do not have no fear. All right. What is that those of your family members have have your family members been afraid of you working during this?

259

00:36:28.583 --> 00:36:43.014

No, no. Okay. Thank you. Ashley. We appreciate your willingness to share your experience. I want to introduce is often now a little different from Ashley.

260

00:36:43.554 --> 00:36:48.353

Austin was looking for employment, so he hasn't found it yet.

261

00:36:48.384 --> 00:37:01.523

He was participating and what we call that, that we're adding that just cover process exploration, trying to, to find out what makes a good fit for him.

262

00:37:02.969 --> 00:37:09.568

So, awesome, I'm going to kind of kind of things over to you and what the then like.

263

00:37:09.568 --> 00:37:17.789

Doing those discovery activities during this pandemic, it's been.

264

00:37:17.789 --> 00:37:21.539

Slow on and.

265

00:37:25.978 --> 00:37:29.579

We had to go to a call.

266

00:37:29.579 --> 00:37:38.068

Did I understand virtual so where we were contacting businesses.

267

00:37:38.068 --> 00:37:41.608

Using zoom or or phone.

268

00:37:41.608 --> 00:37:48.028

And just talking to them versus being able to see the business in person.

269

00:37:48.028 --> 00:37:55.199

Yeah, okay. So.

270

00:37:55.199 --> 00:38:02.518

What do you feel like you've been able to get a.

271

00:38:02.518 --> 00:38:07.139

Good of a feeling and good information doing things virtually.

272

00:38:07.139 --> 00:38:12.300

As you would have if you had done it in person. Yeah.

273

00:38:12.300 --> 00:38:19.230

Okay, so still kind of a success you were able to to find out some information, maybe get some good.

274

00:38:19.230 --> 00:38:24.659

That helped you with trying to identify that good job.

275

00:38:24.659 --> 00:38:30.719

What what was your fear been during this time?

276

00:38:30.719 --> 00:38:34.889

Um, getting it and.

277

00:38:34.889 --> 00:38:42.750

Dying base. Oh, definitely. I think we all have that. Fear don't want to get sick.

278

00:38:42.750 --> 00:38:52.199

So, have your family family members had fears about you participating in jobs? Searching activities joined.

279

00:38:52.199 --> 00:38:55.260

This team dynamics.

280

00:38:55.260 --> 00:38:59.940

No, because they are all done.

281

00:38:59.940 --> 00:39:03.840

This is Tim.

282

00:39:03.840 --> 00:39:18.025

Okay, they've been working, so they kind of knows as long as you're keeping a mask on keeping a safe distance and following safe procedures, you're probably going to be. Okay. Yeah. Okay.

283

00:39:18.655 --> 00:39:20.934

So what about the supports? You've been receiving.

284

00:39:21.360 --> 00:39:26.909

Hello.

285

00:39:26.909 --> 00:39:39.300

Still been able to adapt.

286

00:39:39.300 --> 00:39:44.909

I, she was.

287

00:39:44.909 --> 00:39:59.429

So, I think Brianna is there with you and she's been your employment specialist so ran, do you have something? Do you want to add there? Yeah, so really just kind of like everybody else has just been a lot of adapting. I would say.

288

00:39:59.429 --> 00:40:03.929

Awesome send a trooper, I'm glad I know at 1st to started.

289

00:40:03.929 --> 00:40:10.050

We are able to go into some health care facilities, which is something that he was really interested in. Is that right? Before pandemic?

290

00:40:10.050 --> 00:40:13.320

Um, we're able to be in person and and get hands on.

291

00:40:13.320 --> 00:40:17.190

And then shortly after a lot of those places close, and even now.

292

00:40:17.190 --> 00:40:25.469

We're not sure when we can get back in there and so it's been awesome how I've always been able to be thankful for technology and different things. So we get.

293

00:40:25.469 --> 00:40:29.369

Still have a close to experience to that and so make this connections.

294

00:40:29.369 --> 00:40:33.239

You only can't be there and I just.

295

00:40:33.239 --> 00:40:43.500

We are glad to be here in question today, but a lot of it's just been a lot of adapting to figure out what works. So we can find the best it for Austin. This continues to look for employment during this time.

296

00:40:43.500 --> 00:40:58.500

Awesome. So Austin and actually, I can't Thank you enough for sharing your personal experiences about what it's been like, during this pandemic. We do have a couple of questions that.

297

00:40:58.500 --> 00:41:05.244

Attendees have kind of posed in the chat box. I think not everybody has been able to see.

298

00:41:05.724 --> 00:41:16.014

So we have a sort of provider that has regional across the state and basically this provider has asked if.

299

00:41:17.065 --> 00:41:26.454

Okay, try virtual job coaching. And how does that work? You guys have any input on that? Please put that into the chat.

300

00:41:26.815 --> 00:41:32.724

The other questions that I think everybody has been able to see is.

301

00:41:33.119 --> 00:41:37.230

We have done by asking about that.

302

00:41:37.230 --> 00:41:50.309

People looking for jobs may find the, the virtual office and comfortable so how to help people become a little bit more comfortable with that virtual process.

303

00:41:50.309 --> 00:41:57.510

So, and then we're going, we've got we've also got a chat box chat a question.

304

00:41:57.510 --> 00:42:06.599

So, Steven, go ahead and take it. All right. Have you heard any similar experiences from those on your case loan?

305

00:42:08.099 --> 00:42:15.059

So, if you'll just answer that we will get back when we get to the replies.

306

00:42:16.920 --> 00:42:20.250

All right.

307

00:42:20.250 --> 00:42:24.449

All right, so please take a moment to kind of.

308

00:42:24.449 --> 00:42:35.039

Put some thought into the chat box for time sake, we're going to kind of keep moving along.

309

00:42:35.784 --> 00:42:47.784

So, our next bond, right? She's the deputy directory, senior manager of policy and partnerships with Missouri's Department of higher education, workforce development.

310

00:42:48.264 --> 00:42:56.244

So, Yvonne take it away. Well, good morning. Everybody. And thank you very much Sandy for organizing this.

311

00:42:56.635 --> 00:43:03.684

It's been a pleasure to be working with you over the last few weeks to get this organized and I hope I can provide some great information for you today.

312

00:43:03.900 --> 00:43:07.559

Um, probably a lot of you who I have a.

313

00:43:07.559 --> 00:43:17.250

Been around in the past Steven, you're a big blast for my past as well but, you know, before I came over to workforce development, I was with vocational rehabilitation for.

314

00:43:17.250 --> 00:43:26.369

Just shy 25 years so this is like, a little bit, like coming home for me a little bit and it's it's always fun and exciting when I can.

315

00:43:26.369 --> 00:43:38.219

Get back into my, um, my old network of folks, although we're all in this together and I want to start and 1st of all, I'll say, congratulations to Ashley. Congratulations, Ashley. That's.

316

00:43:38.219 --> 00:43:44.550

Just awesome and Austin good luck and continue at it. Don't give up.

317

00:43:44.550 --> 00:43:52.380

You will find work even in these trying times. So I just wanted to say, I always love hearing how folks are doing.

318

00:43:52.380 --> 00:44:01.469

With their job search and the successes that we all experience, um, and get to experienced by, by serving our customers.

319

00:44:01.469 --> 00:44:06.239

So, what I'm going to do is and you see that the questions on this slide, but I'm going to.

320

00:44:06.239 --> 00:44:11.039

I'm gonna zoom out pretty big for at 1st, and talk a little bit about the job market.

321

00:44:11.039 --> 00:44:14.099

And I'm going to talk about it from a national level because.

322

00:44:14.099 --> 00:44:20.280

The statistics that I'm going to be sharing, actually, they're both national. It's a national perspective, but it's also Missouri.

323

00:44:20.280 --> 00:44:26.460

I look at Missouri as well, but what is happening nationally is also happening in the theory. So.

324

00:44:26.460 --> 00:44:32.280

Uh, it will pertain and then I'm going to zoom in and I'm going to talk a little bit about what is going on.

325

00:44:32.280 --> 00:44:41.909

In Missouri, uh, and what we have done, um, and what we see over at workforce development, as far as job search activities are changing.

326

00:44:41.909 --> 00:44:45.360

And I'm not going to over, do the data.

327

00:44:45.360 --> 00:44:48.809

For you, I am not a data person myself.

328

00:44:48.809 --> 00:45:02.940

Um, I, it's interesting but I, I don't get deep into it, but I do want to share a few things with you as far as occupational data and I don't think what I'm going to share with. You is really going to come as a surprise to anybody because of.

329

00:45:02.940 --> 00:45:07.619

Obviously of coven, but over the last year.

330

00:45:07.619 --> 00:45:10.980

Um, occupations that have increased from.

331

00:45:10.980 --> 00:45:16.889

In November 2020, so last November, compared to the year before that.

332

00:45:16.889 --> 00:45:20.159

The occupations that have seen the most increase.

333

00:45:20.159 --> 00:45:23.280

Have been in labor and material movers.

334

00:45:23.280 --> 00:45:27.929

And truck drivers, so that makes a lot of sense, doesn't it? Because.

335

00:45:27.929 --> 00:45:31.380

You know, I don't know about you, but I have been home.

336

00:45:31.380 --> 00:45:34.530

I don't know quite a bit. I'm, I'm working now.

337

00:45:34.530 --> 00:45:41.369

Part time in my office, and I've done a lot of shopping online a lot more than I should have and.

338

00:45:41.369 --> 00:45:47.190

There's a need for those material handlers and those laborers and the truck drivers to deliver.

339

00:45:47.190 --> 00:45:51.360

Uh, those goods, um, because we changed the way that we.

340

00:45:51.360 --> 00:45:58.409

Um, shop, and the way that we get our goods in our services, even remembering the toilet paper.

341

00:45:58.409 --> 00:46:06.179

You know, um, crisis where we, you know, uh, all kind of went crazy that we to shift those supplies back. There has to be.

342

00:46:06.179 --> 00:46:15.030

You know, a way for those things to move and interestingly enough where we've seen a decrease in the same time, period, last November versus the year before that.

343

00:46:15.030 --> 00:46:21.510

Has been with software developers and in computer occupation. So I'm gonna come back to that. When I talk about Missouri.

344

00:46:21.510 --> 00:46:24.780

Just a little bit where we have as far as.

345

00:46:24.780 --> 00:46:28.079

Industry bigger and industry.

346

00:46:28.079 --> 00:46:33.420

Where we've seen an increase same time, period where are we going to increase.

347

00:46:33.420 --> 00:46:41.730

Is in services to buildings and dwellings. 1 thing that hasn't really decreased is the housing market. We may start seeing that occur.

348

00:46:41.730 --> 00:46:48.659

But we haven't really seen a decrease in that area. So there's a high need for services to buildings and dwellings.

349

00:46:48.659 --> 00:46:53.340

Um, to take care of the stuff dwelling and this will come as a surprise to no 1.

350

00:46:53.340 --> 00:46:59.789

That, um, the 2nd highest is in health and professional and personal care services.

351

00:46:59.789 --> 00:47:05.909

So, obviously we're seeing a rise in those kinds of occupations and then.

352

00:47:05.909 --> 00:47:11.460

Uh, before I get to Missouri, I want to just continue to stay zoom back out and share with you just.

353

00:47:11.460 --> 00:47:17.880

3 things that this is actually out of a national article, but it's stuff that we discuss.

354

00:47:17.880 --> 00:47:27.360

Quite frequently here at the office of workforce development with our job centers, and the customers that come in and I wanted to share with you 3 big trends.

355

00:47:27.360 --> 00:47:32.190

That have occurred, um, within, um.

356

00:47:32.190 --> 00:47:36.719

With in regard to the job market, uh, 1 of them is.

357

00:47:36.719 --> 00:47:44.130

That, um, we have that as far as the economy actually changing and where it is sitting at this point.

358

00:47:44.130 --> 00:47:47.789

Is we have found that people have left the workforce all together?

359

00:47:47.789 --> 00:47:51.719

And have not come back and they're just not coming back. So.

360

00:47:51.719 --> 00:47:57.420

I'll talk to Dwayne and me for a minute, Dwayne and I are are, I'm actually at retirement age.

361

00:47:57.420 --> 00:48:05.400

Uh, excuse me, retirement years and Dwayne is is very, very close to that so we could retire. So.

362

00:48:05.400 --> 00:48:09.329

There are people who were eligible for retirement last year.

363

00:48:09.329 --> 00:48:16.800

Who, instead of, you know, maybe they had to go home and work for a little while. They just chose not to come back.

364

00:48:16.800 --> 00:48:28.920

So, we are seeing though, that working age people, even as part of the labor force have just chosen, not to come back yet, which is just very interesting. I think I.

365

00:48:28.920 --> 00:48:36.510

That just as is incredibly interesting to me. The number of people who have been out of work long term, continues to rise.

366

00:48:36.510 --> 00:48:42.420

And that should be of no shock to anyone. We, we know that unemployment benefits.

367

00:48:42.420 --> 00:48:50.280

Were, uh, recently extended and, um, increased for quite a while in 2020.

368

00:48:50.280 --> 00:48:57.869

And, uh, that is because people are still tasting, um, out of work for a longer period of time.

369

00:48:57.869 --> 00:49:00.989

And then finally, the other interesting thing.

370

00:49:00.989 --> 00:49:08.010

That has happened to our economy, is it unemployment has fallen from the worst. Unemployment is decreased.

371

00:49:08.010 --> 00:49:16.349

Okay, but the gaps among demographic groups have white, and they specifically talk about black, Hispanic, Asian and white.

372

00:49:16.349 --> 00:49:21.750

White workers by gender, and I've seen articles recently where women.

373

00:49:21.750 --> 00:49:28.019

Are more impacted, but let's throw individuals with disabilities into that group. It does not mention.

374

00:49:28.019 --> 00:49:35.969

That is part of the demographic, but, um, I can assure you, and we know that there are demographics and data out there that does show.

375

00:49:35.969 --> 00:49:39.570

That, um, that there are widening gaps.

376

00:49:39.570 --> 00:49:44.280

Um, with those demographic groups, those individuals, those groups.

377

00:49:44.280 --> 00:49:47.489

That are staying unemployed longer.

378

00:49:47.489 --> 00:49:52.889

So, I wanted to just give you that kind of wide angle lens of what is going on.

379

00:49:52.889 --> 00:49:58.650

Across the nation, but let me talk to you very quickly about what's going on in Missouri like everybody else.

380

00:49:58.650 --> 00:50:03.809

We have experienced the impact of cobit in.

381

00:50:03.809 --> 00:50:09.389

And actually early on to mid March to the end of March of last year.

382

00:50:09.389 --> 00:50:12.840

We actually ended up closing our job centers.

383

00:50:12.840 --> 00:50:16.440

For several months, and we have slowly.

384

00:50:16.440 --> 00:50:20.579

About summer we started reopening those jobs there's the public.

385

00:50:20.579 --> 00:50:25.650

And then actually, this fall again, we went to a by appointment only.

386

00:50:25.650 --> 00:50:32.309

Situation for our job centers so if someone comes to a job center and 1 services, they can certainly call on the phone.

387

00:50:32.309 --> 00:50:35.699

But they would, um, see a sign on the door that says.

388

00:50:35.699 --> 00:50:45.570

Um, we're meeting by appointment only we've extended that appointment only period through mid February and we review and evaluate that all the time. My boss.

389

00:50:45.570 --> 00:50:49.230

Dr leathers we have discussions about, um.

390

00:50:49.230 --> 00:50:56.489

When when is a good time to go ahead and open the centers back up for public to flow in. But we have this.

391

00:50:56.489 --> 00:51:00.239

Same situations that everybody else is having we.

392

00:51:00.239 --> 00:51:12.150

Deal with, I would say, I don't I, I'm not I would say a great percentage of the individuals that we serve through our job centers because we've never stopped serving customers all during.

393

00:51:12.150 --> 00:51:18.360

Even if it had to switch to phone calls, we never stopped and I would say that we have served.

394

00:51:18.360 --> 00:51:24.780

A majority of those customers are people who are getting unemployment insurance.

395

00:51:24.780 --> 00:51:28.889

Our partners over at the division of employment security.

396

00:51:28.889 --> 00:51:33.630

It's just too much of a big love when you got all those books out of work, and they're wanting to.

397

00:51:33.630 --> 00:51:43.320

Uh, they're wanting to file a claims, so we have been assisting our partners over it, uh, employment security for some time now, and helping people file for unemployment claims.

398

00:51:43.320 --> 00:51:46.769

We're still doing that. It's not quite as much as it was before.

399

00:51:46.769 --> 00:51:51.210

But we're still doing that and believe it or not. I talked about the computer.

400

00:51:51.210 --> 00:51:55.019

World of it, those jobs, um.

401

00:51:55.019 --> 00:52:00.449

Postings are going down, but you know what what's really interesting is that we were able to get.

402

00:52:00.449 --> 00:52:05.190

Some cares act funding because of coldest and we were able to get a grant.

403

00:52:05.190 --> 00:52:12.059

To focus on, uh, cobit and those grants, and that funding went directly for training opportunities.

404

00:52:12.059 --> 00:52:16.349

Free training opportunities for eligible individuals.

405

00:52:16.349 --> 00:52:22.559

For our job centers, and I'm just going to share with you, we are having a hard time in selling training to folks.

406

00:52:22.559 --> 00:52:29.579

We have folks that actually they're, they probably mirror some of their, your poll questions.

407

00:52:29.579 --> 00:52:38.820

They're afraid now our trainings are online, so they can be done, you know, in the home. But then you have issues with technology.

408

00:52:38.820 --> 00:52:41.969

Um, we've got people who frankly are still.

409

00:52:41.969 --> 00:52:49.079

Afraid to get out and go to work. So, even if they completed training, they're not really interested in working at this time. But we've had a heck of a time.

410

00:52:49.079 --> 00:52:53.489

Selling training opportunities right now, even though they're free.

411

00:52:53.489 --> 00:53:00.239

To folks that are accessing the service, so I just want to share that with you that we, we, it's a daily conversation and.

412

00:53:00.239 --> 00:53:03.329

And we have changed a lot of ways that we approach that.

413

00:53:03.329 --> 00:53:06.389

And finally, cause I know I've used a lot of my time up.

414

00:53:06.389 --> 00:53:10.469

We have to get created we have to do things differently.

415

00:53:10.469 --> 00:53:15.510

And so, uh, to the last question of how job search activities that change since March.

416

00:53:15.510 --> 00:53:20.400

Um, we've never stopped serving customers, but what we're doing is we're doing things a little differently.

417

00:53:20.400 --> 00:53:23.610

I bet that in the St Louis area, in fact, I know.

418

00:53:23.610 --> 00:53:29.730

That this is occurred, there are things like, drive free job fairs, drive that job fairs where.

419

00:53:29.730 --> 00:53:35.039

You know, we, we have the social systems thing, and people can drive up in their vehicle.

420

00:53:35.039 --> 00:53:39.179

Submit an application sometimes even interview for social from a social distance.

421

00:53:39.179 --> 00:53:42.599

So, we're learning new ways to deal.

422

00:53:42.599 --> 00:53:49.860

With things and Colvin, and then another piece has been that we have offered virtual job fairs. In fact, we did several.

423

00:53:49.860 --> 00:53:54.869

And the latter part of 2020, and we're doing some more in 2021.

424

00:53:54.869 --> 00:53:58.199

Um, so this, all virtual, so that employers and.

425

00:53:58.199 --> 00:54:05.760

Job seekers can beat up virtually and we've done general ones and we've actually targeted some, like, in healthcare.

426

00:54:05.760 --> 00:54:11.340

So, every day I hear of new ways that folks that are trying to.

427

00:54:11.340 --> 00:54:16.139

Uh, work together and serve the customers in a new and different way and.

428

00:54:16.139 --> 00:54:20.250

That's not only the job seekers, but the employers and with that, I think all.

429

00:54:20.250 --> 00:54:26.460

Stop I know I'm more than use at my time. If you do have any questions, let me know if you're interested in more data.

430

00:54:26.460 --> 00:54:29.489

You can always get it for you and thank you.

431

00:54:31.260 --> 00:54:38.909

Thank you so much Yvonne I will tell you, we just got a question in the chat back so I'm going to throw this out to you to maybe.

432

00:54:38.909 --> 00:54:50.519

Put a response, we can definitely post it on our website. The question is, how do we get the information on the free training and are they for persons with limited computer skills?

433

00:54:50.519 --> 00:55:03.960

So, Helen, thank you so much for asking that question as part of the reason that I make sure I shared it in case. There were interested folks. Why don't you email me? And I'm going to very quickly.

434

00:55:03.960 --> 00:55:07.769

Type my email address.

435

00:55:07.769 --> 00:55:14.219

In the chat, why don't you just email me? And I will make sure that you get.

436

00:55:14.219 --> 00:55:23.760

Um, the information that you need, the easiest way to get you, the information would be to also connect you with the, the local job center that would be providing the training so that it's.

437

00:55:23.760 --> 00:55:31.289

If you or someone you're working with is interested in training I want to be able to make that quick connection for you.

438

00:55:31.289 --> 00:55:36.420

And are the persons with limited computer skills.

439

00:55:36.420 --> 00:55:48.480

What I will tell you is that yes, we have different levels of training. We have we're working right now with a company called company is very well known in the employer world.

440

00:55:48.480 --> 00:55:51.719

And we actually are are, uh, offering.

441

00:55:51.719 --> 00:55:56.039

Different levels of training, so I am going to encourage.

442

00:55:56.039 --> 00:56:03.690

You to at least investigate it and and have a conversation with somebody at the job center, which I can help connect you up with.

443

00:56:03.690 --> 00:56:07.710

In order to see if this will work in your case.

444

00:56:07.710 --> 00:56:21.030

And I hope that helps him please do email me. All right. Thank you. I know we are quickly running out of time so we have 1, last chat class chatter Steven.

445

00:56:21.030 --> 00:56:27.539

Okay, how can you use this information to help those on your case?

446

00:56:27.539 --> 00:56:32.489

So, if you will give a response to that question.

447

00:56:36.684 --> 00:56:45.235

All right, and while people are putting comments in a chat box, I'm going to keep moving along. We also have 1 last poll question.

448

00:56:45.235 --> 00:56:56.545

So, Steven, have you found any useful tools or resources and having discussions about employment with individuals and families during this pathogenic?

449

00:56:58.614 --> 00:57:02.844

Yes, no, not sure. You're still out so.

450

00:57:03.960 --> 00:57:07.050

We'll see what that comes out, right on the.

451

00:57:12.414 --> 00:57:12.925

So.

452

00:58:17.760 --> 00:58:21.869

So, the responses that come in, Stephen, are you able to see this.

453

00:58:21.869 --> 00:58:26.190

Yes, looks like on yesterday 13.

454

00:58:26.190 --> 00:58:29.340

So, no, 8.

455

00:58:29.340 --> 00:58:33.210

And I'm not sure 11.

456

00:58:33.210 --> 00:58:40.320

So those are the results. All right.

457

00:58:40.320 --> 00:58:47.579

Just to give you an idea of what we have planned for our future champions of employment. So, February, 10.

458

00:58:47.579 --> 00:58:54.750

We will be talking about useful tools and resources that support careers can be using during this pandemic.

459

00:58:54.750 --> 00:59:06.150

March 10, we're going to be looking to the future, continuing our promising practices beyond the pandemic. So looking at what we have found to be.

460

00:59:06.150 --> 00:59:17.695

Break practices that we want to see continue and then April, 40, we're kind of moving the pandemic and we're going to start talking about the importance of employment planning.

461

00:59:17.695 --> 00:59:27.534

So getting a person perspective on why is it important to help individuals plan for employment?

462

00:59:28.050 --> 00:59:32.699

So last minute reminders.

463

00:59:32.699 --> 00:59:44.969

We have a survey at the end of this webinar. So please, please take to build out. We are going to be using that information to make this event. What.

464

00:59:44.969 --> 00:59:59.880

It's gonna be useful and beneficial to you guys, we want this to be worth your time. So your feedback is very, very important to us. And again, we can do this without our presenters. So thank each.

465

00:59:59.880 --> 01:00:13.974

Of you for spending time and sharing your unique perspective. Of course, we can't do it without the attendees as well as well. So thank you guys for spending an hour with us. And hopefully you have gotten something out of this.

466

01:00:15.239 --> 01:00:25.224

So, at the top of the hour, there's only 2 employment 1st, specialist across the state of Missouri myself and I cover the eastern side of the state.

467

01:00:25.284 --> 01:00:34.465

So Tyson popular bluff area on up through Allah St Louis, Hannibal and up to Clarksville.

468

01:00:34.769 --> 01:00:43.739

So that whole eastern side, so you can reach out to me. My phone number 63696, 1, 2, 2, 9.

469

01:00:43.739 --> 01:00:56.190

And my email address is Sandy, that Kaiser and that is spelled K. E. Y. S. E. R. H. dot Mo dot. Gov. And Steven. I'll let you.

470

01:00:56.190 --> 01:00:58.494

Talk about your area. All right.

471

01:00:58.764 --> 01:01:11.724

1st also was assigned to panelists who participate and attendance appreciate it very much so also the Kansas City regional office poverty,

472

01:01:11.994 --> 01:01:13.014

satellite office,

473

01:01:13.164 --> 01:01:14.065

central Missouri,

474

01:01:14.065 --> 01:01:14.905

regional office,

475

01:01:15.355 --> 01:01:16.284  
Springfield,

476

01:01:16.494 --> 01:01:22.525  
regional office and Jonathan satellite office and so my telephone number  
is 81688.

477

01:01:22.525 --> 01:01:28.045  
9, 6, 9, 0T to my email address is Steven Taylor that got.

478

01:01:35.849 --> 01:01:41.639  
And I also want to say it's good to see you Yvonne again, and seeing her  
in a while.

479

01:01:43.949 --> 01:01:53.489  
All right, and I think with a webinar, so thank you all for joining us.  
This morning. You guys have a wonderful week and a great month and we'll  
see you in February.

480

01:01:53.489 --> 01:01:55.860  
Thanks.